TermiCom PMX7 15” and 19”
User Manual

Documentation Version: 20-03-2012

WEB site: www.symcod.com

E-mail: support@symcod.com

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IMPORTANT

Read me first

By carrying out the installation and the use of this equipment you accept the rules and limitations described in this document or any other document relating to this product.

By carrying out the installation and the use of this equipment you are presumed having read all the safety warnings (⚠).

⚠ WARNING: Safety and reliability

SYMCOD Inc will not be responsible for the use of this equipment for other purpose then data collection. This equipment is designed and intended for an industrial and commercial use only. The TermiCom PMX7 is not for a residential use.

TermiCom PMX7 (Panel Mount)

The TermiCom PMX7 is a microcomputer specifically designed to be mounted on a control panel in dusty industrial environments. The casing of the PM is made of aluminum and its watertight stainless steel front allows it to be watered. Basic TermiCom PMX7 is provided with a Atom 1,6 GHZ and a 15"/19" tactile color screen (LCD TFT resistive). Several inputs and outputs make possible the addition of peripherals such as industrial keyboard, bar code scanner or any other peripherals. The flash disk included with the basic version can be completely write-protected. This feature is used to prevent any modification made by the user that could put in danger the application or the operating system. The operating system included in the TermiCom PMX7 is Windows Embedded Standard 7; it is directly installed on the flash disk.

The Ultra-Resistant touch screen is offered when the TermiCom will be used in environment in which there is particularly abrasive dust. Contrary to the standard touch screens that are covered with a polymer, this one is covered with a thin layer of tempered glass, which makes it much more resistant to the abrasives and even allows it to function with deep scratches. You can also use the wireless version of TermiCom PMX7 by including the WiFi 802.11b option. In this case, an external antenna must be added if the control panel is made of metal to allow the signal to get out.

The TermiCom PMX7+ is also available when the use of a PCI card is required or when a faster processor is essential.

Main characteristics

TermiCom PMX7 15"

Product #	Comm.		Color Touch screen LCD	Operating System	RAM	Storage		Inputs / Outputs						Maximum power consumption (without periph.)
	Ethernet	802.11B	15" Ultra resistant - Resistive [1]	Windows Embedded Standard 7	2Gig DDR2	32Gig Flash Disk (SSD)	Hard Disk (min. 80Gig)	1Gbit Ethernet port	USB port	Serial port	Parallel port	Audio output	SVGA port	
004-01223-5200	X	O	X	X	X	X		2	4	3	0	1	1	37W
004-01224-5200	X	O	X	X	X	X		2	4	3	0	1	1	37W

O = Available Option

[1] Recommended for environments with very abrasive dust, screen covered with a fine layer of tempered glass, allows operation with deep scratches.

Environmental specifications

Product	Fix	Mobile	Inside	Outside	Dust	Water	Operating temperature °C [1]	Storage temperature °C	Relative humidity (without condensation) %
TermiCom PMX7 15"	X		X		X	Note2	5° à 40°	-20° à 60°	20 à 80

[1] Maximum temperature (temp. **inside** the control panel)

IMPORTANT:

*Do not cover while the unit is ON. Keep all surfaces clear at all times

[2] Only the front is watertight and can be watered if properly installed.

Main characteristics

TermiCom PMX7 19"

Product #	Comm.		Color Touch screen LCD	Operating System	RAM	Storage		Inputs / Outputs						Maximum power consumption (without periph.)
	Ethernet	802.11B	15" Ultra resistant - Resistive [1]	Windows Embedded Standard 7	2Gig DDR2	32Gig Flash Disk (SSD)	Hard Disk (min. 80Gig)	1Gbit Ethernet port	USB port	Serial port	Parallel port	Audio output	SVGA port	
004-01233-5200	X	O	X	X	X	X		2	4	3	0	1	1	56W
004-01234-5200	X	O	X	X	X	X		2	4	3	0	1	1	56W

O = Available Option

[1] Recommended for environments with very abrasive dust, screen covered with a fine layer of tempered glass, allows operation with deep scratches.

Environmental specifications

Product	Fix	Mobile	Inside	Outside	Dust	Water	Operating temperature °C [1]	Storage temperature °C	Relative humidity (without condensation) %
TermiCom PMX7 19"	X		X		X	Note2	5° à 40°	-20° à 60°	20 à 80

[1] Maximum temperature (temp. **inside** the control panel)

IMPORTANT:

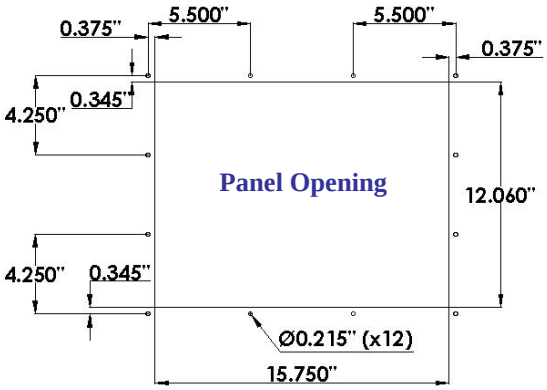
*Do not cover while the unit is ON. Keep all surfaces clear at all times

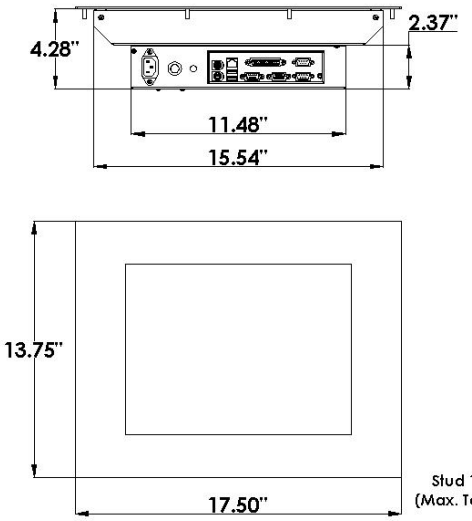
[2] Only the front is watertight and can be watered if properly installed.

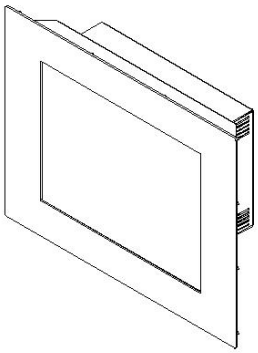
Dimensions (in inches)

TermiCom PMX7 15"

Weight= 15lbs

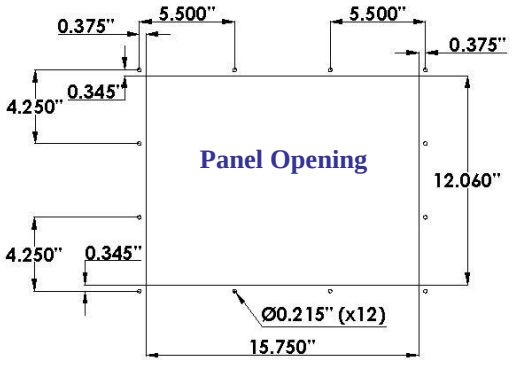


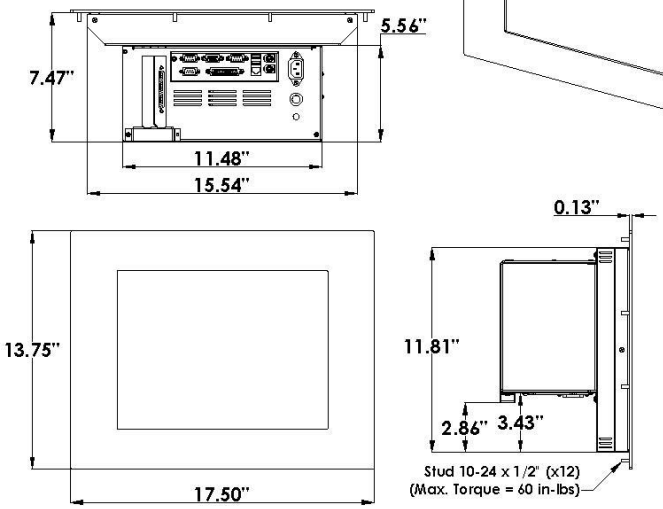


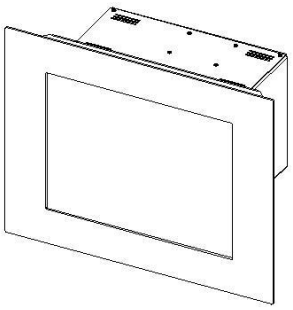


TermiCom PMX7+ 15"

Weight= 16lbs

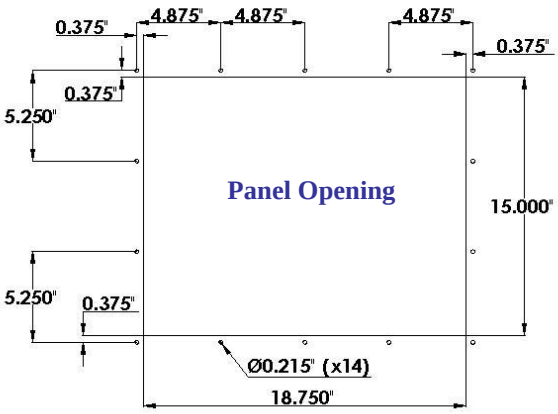


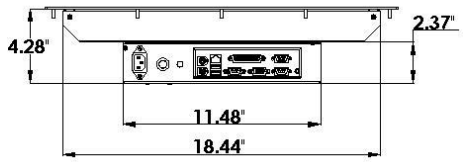


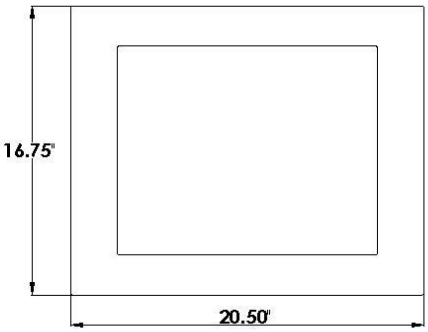


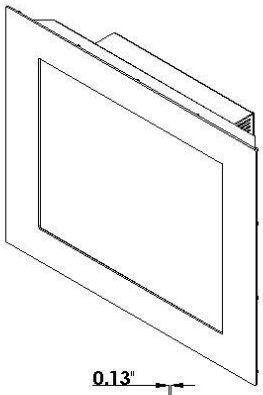
TermiCom PMX7 19"

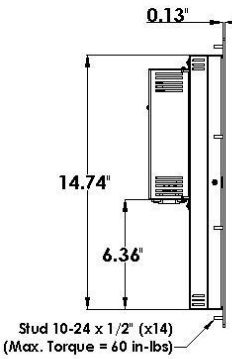
Weight= 19lbs











Power

The TermiCom PMX7 can be powered from different sources (specify on order):

-An external 12VDC power supply provided (connects to a 120 or 240VAC power network)

-Input from 6 to 34VDC

-Input from 100 to 240VAC, 50-60Hz

The TermiCom PMX7+ *with faster processor* is only available with power input from 6 to 30VDC with screw terminal.

WARNING: powering

Before installation, please turn off powering source. Plug the unit only when the installation is completed.

WARNING: earth ground

Make sure that the TermiCom case is properly grounded.

Options description

RF option

RF option (# OPT-802XPE) makes possible the use of TermiCom PMX7 without network cable. The communication type Wi-Fi supports the 802.11 a/b/g. A minimum 802.11B Wi-Fi infrastructure is required.

Since the TermiCom PMX7 is designed to be mounted on a control panel, an external antenna must be added if the panel is made of metal to allow the signal to get out.

How to install your TermiCom PMX7

IMPORTANT: The TermiCom should not be cover while ON. The back of the TermiCom should not be placed flat on a table (or other surfaces), the back of the unit is acting as a heat dissipater.

How to install TermiCom PMX7

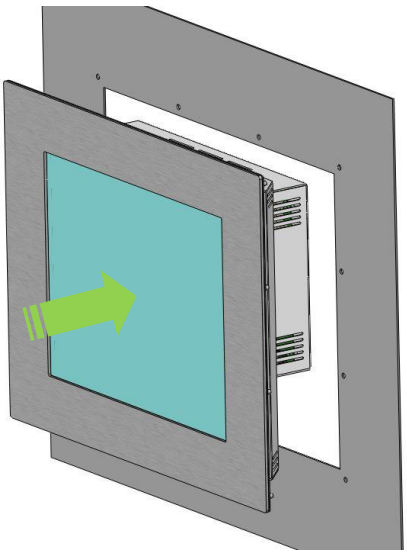


Figure 1
TermiCom PMX7 side view

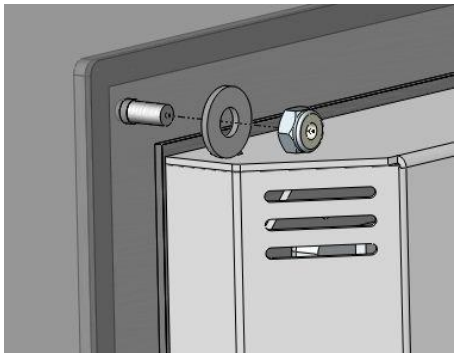


Figure 2
TermiCom PMX7 back view

1. Determine the appropriate emplacement (plane & motionless surface). **Be sure to choose a fixed and solid plane surface able to support the weight of the TermiCom.**
2. Cut the opening; refer to dimensions shown on pages 7 & 8
3. Insert the TermiCom PMX7 in the opening taking care not to move or damage the seal
4. Install all washers and nuts provided

ATTENTION: Do not exceed the torque of 60 in-lbs (6.78Nm)

WARNING: fixation & handling

Choose a fixed and solid plane surface able to support the weight of the TermiCom (approximately 15 Pounds/6.8 Kg). Handle the TermiCom safely in order to avoid any back wound.

Detailed Specifications

TermiCom PMX7 is provided with several ports (see figure 3) allowing the connection of various types of peripherals according to needs, for example: printers, electronic scales, bar code scanners, sensors…

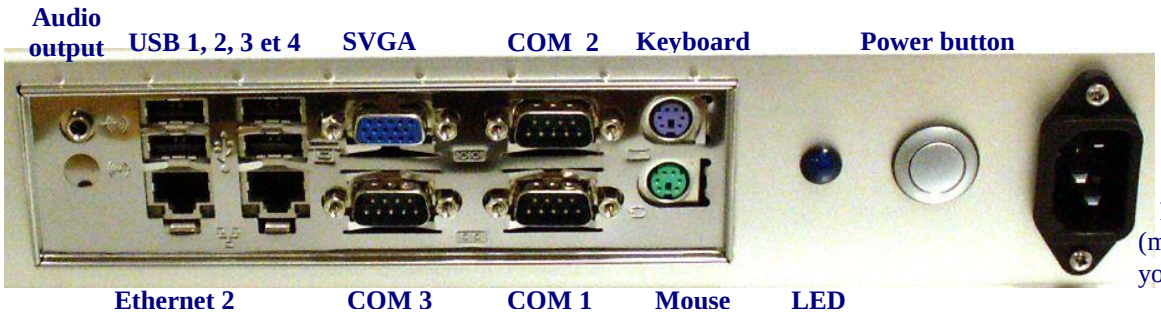


Figure 3
TermiCom PMX7 connectors, bottom view
Basic model with 120/240VAC power input shown
May differ from your model

Power input: Allows to connect to a 120V or 240VAC power network.

Power button: Allows the TermiCom PMX7 to be powered ON or OFF.

LED: The blue LED indicates when the unit is ON.

Keyboard/Mouse: PS/2 type connectors to plug a keyboard/mouse.

COM 1-2-3: RS-232 serial ports allow to connect peripherals like printers, scales, electronics automats… with a standard DB-9 type connector.

SVGA : Allows to plug a external SVGA monitor.

USB 1-2-3-4: Allow to connect USB peripherals. Accept type A USB connections.

Audio output: Allow to plug an external audio device (speakers).

Ethernet 1-2: Allow to communicate on the network through an Ethernet 1Gbit connection with a standard RJ-45 connector. As any Ethernet equipment that uses cable UTP Cat5, a maximum of 300feet (91.44 meters) of cable is allowed between the "hub" and/or the "switch" and the TermiCom. For more details concerning wiring, please download the document "WIRING AND EXAMPLE OF CONFIGURATION TCPIP" available on www.symcod.com .

TermiCom PMX7 configuration

Operating system

The operating system of TermiCom PMX7 is Windows Embedded Standard 7 (WES7) which is an embedded version of Windows 7. **The Windows Embedded Standard 7 included in the TermiCom PMX7 is specifically designed to work with it and cannot in any case be transferred on another computer.**

This section covers some particularities of our WES7 operating system. Excluding that, the whole system operates as a Windows 7 system. If you don't find in this document the information you are looking for, please refer to the Microsoft documentation. If a specific configuration or application is working on a Windows 7 system and doesn't work on our WES7, please contact us:

support@symcod.com

System Restore

A USB disk having the unique task of performing a restoration of the system in case of failure is integrated in the unit. To reinstall WES7 follow these steps:

1- Power on the unit

2- Enter BIOS setup by pressing "DEL" at startup

3- Enter "Advanced BIOS Features" menu

4- Select "Hard Disk Boot Priority" and press "ENTER"

5- Move "USB-HDD0" to priority 1

6- Press "F10" then "ENTER" to save and quit

7- Follow the steps on-screen

After the Restore:

1- Reboot unit

2- Enter BIOS setup by pressing "DEL" at startup

3- Move "Ch0 M." to priority 1

4- Press "F10" then "ENTER" to save and quit

5- The system will complete its installation, please wait

HyperTerminal

The communication and terminal emulation tool HyperTerminal, since always offered with the Windows operating systems, is no longer available with version 7. As a replacement we installed TeraTerm v4.71 that can be accessed from the Start menu.

Built-in Administrator account

By default, the Administrator account is disabled in Windows 7 for security purpose. In the event that the use of this account would be essential it is possible to enable it that way:
Access Control Panel, Administrative Tools, Computer Management. In the left pane open Local Users and Groups then select Users. In the right pane open Administrator and uncheck "Account is disabled" box.

The Administrator account will now be available from the Welcome Screen.

The default password is Administrator.

To disable the Administrator account again, go back to Computer Management and simply check "Account is disabled" box in the Administrator account properties.

Run as Administrator

Certain applications must be run as Administrator to be able to successfully complete every tasks. For a single or occasional use of such application, the right button of the mouse on the application's icon (or its shortcut) will give access to this function.

Tu run an application as administrator all the time, use the right button of the mouse on the application's icon and select Properties. In the Compatibility tab, locate Privilege Level then check "Run this program as an administrator" box. If the box is unavailable to check, go in the Shortcut tab, click the Advanced… button and check "Run as administrator" box.

Enhanced Write Filter (EWF)

The Enhanced Write Filter (EWF) is a built-in functionality of the Windows Embedded Standard 7 that allows to write-protect the system. By default, this functionality is disabled. The EWF offers 3 methods of protection: EWF, HORM, FBWF. The different commands of each method of protection are explained in the following pages (from the Microsoft documentation). These commands can be run in a Command Prompt window and only as Administrator.

EWF

EWF protects the whole volume. Once enabled, all the modifications made to the system are effective in RAM only. When the system is restarted, everything is back to the previous state. The EWF is configured in RAM Reg mode.

The EWF manager console application is used to control Enhanced Write Filter. EWF Manager uses the following syntax:

EWFMGR <*drive-letter*>(*optional*) [*options*]

Parameters

drive-letter

Specifies the volume path. This is an optional parameter that is used for protected volume configuration mode. To view the status of the protected volume, specify the drive letter for the protected volume, for example, `ewfmgr c:`.

options

Specifies the EWF volume boot options.

The following commands are used to manage protected volume configuration: **Disable**, **Enable**, **Commit**, **SetLevel**, **Restore**, **Checkpoint**, **Description**, and **Nocmd**.

Remarks

The following table shows the Enhanced Write Filter (EWF) console manager application tool boot commands.

Boot command	Description
All	Displays information about all protected volumes and performs specified commands such as **disable**, **enable**, **commit**, **checkpoint**, and **restore**, on each volume.

Checkpoint	Starts a new overlay level. Same as **SetLevel**= [Current Overlay Level + 1].
Commit	Commits all current level data in the overlay to the protected volume, and resets the current overlay level to 1. The **Commit** command can be combined with the **Disable** command to commit and then disable. The overlay is written to the protected volume on the next system boot. Committing the overlay can impact the speed of the boot process.
CommitandDisable	Commits all current level data in the overlay to the protected volume and disables the overlay. The overlay is written to the protected volume on the next system boot. Committing the overlay can impact the speed of the boot process. You can use the **-live** command for both EWF RAM and EWF RAM Reg modes to immediately commit the overlay to the protected volume and disable the overlay without having to reboot the system. For example, ewfmgr c: -commitanddisable -live **Note** Live commit and disable is not supported for disk overlay.
Description	Allows the user to associate an ASCII string with an overlay level. This command can be combined with the **SetLevel** command.
Disable	Disables the overlay on the specified protected volume.
Enable	Enables the write filter so that data that is written to the protected media is cached in the overlays. The current overlay level becomes 1 as soon as EWF is started, and a new overlay is created at level 1.
NoCmd	Clears the current pending command.
Restore	Restores to the prior overlay. Same as **SetLevel**=[Current Overlay Level – 1].
SetLevel	Sets the current overlay level to the specified level. Valid values for levels are: • [Current overlay level +1]. Starts a new overlay level. • [0 - Current overlay level]. Sets the level, discarding all data above the specified level. • [- Level]. Deletes all the data in the specified level and beyond.
ActivateHorm	Enables HORM.
DeactivateHorm	Disables HORM.

Because EWF manager commands are executed on the next boot, you must reboot the system for a command to take effect.

Examples

The following examples refer to a system on which EWF is configured to protect drive C, and on which the EWF partition resides on disk 1/partition 3.

The following example shows how to check the EWF status and format:

ewfmgr c:

EWF manager displays the following result:

```
Protected Volume Configuration
  Type          DISK
  State         DISABLED
  Boot Command    NO_CMD
```

```
  Param1       0
  Param2       0
 Persistent Data ""
 Volume ID      D2 02 96 49 00 0E 59 96 02 00 00 00 00 00 00 00
 Device Name    "\Device\HarddiskVolume4"
 Max Levels     3
 Clump Size     512
 Current Level  1
 Disk space used for data 0 bytes
 Disk space used for mapping 0 bytes
 Memory used for mapping 0 bytes
```

The following example shows how to enable EWF for drive C.

```
ewfmgr c: -enable
```

EWF manager displays the **Enable** command as pending. The command does not execute until the next boot. EWF manager displays the following result:

```
Protected Volume Configuration
Type           DISK
State          DISABLED
Boot Command   NO_CMD
 Param1       0
 Param2       0
Persistent Data ""
Volume ID      D2 02 96 49 00 0E 59 96 02 00 00 00 00 00 00 00
Device Name    "\Device\HarddiskVolume4"   "C:\"
Max Levels     3
Clump Size     512
Current Level  1
Disk space used for data 0 bytes
Disk space used for mapping 0 bytes
Memory used for mapping 0 bytes
*** Enabling overlay
Protected Volume Configuration
Type           DISK
State          DISABLED
Boot Command   ENABLE
Param1       0
Param2       0
Persistent Data ""
Volume ID      D2 02 96 49 00 0E 59 96 02 00 00 00 00 00 00 00
Device Name    "\Device\HarddiskVolume4"
Max Levels     3
Clump Size     512
Current Level  1
```

The following example shows how to check the status type of the EWF volume.

ewfmgr

EWF manager displays the following result:

```
Overlay Configuration
Volume Size          2048030208
Segments             8192
Segment Size         249856
Free segments        8192
Max Levels           3
Max Protected Volumes 1
Protected Volumes    1
Overlay volume  percent full 0.00
Protected volumes
Arc Path "\Device\HarddiskVolume4"
```

Note If EWF is disabled, the **current level** is shown as **N/A**

HORM

HORM (Hibernate Once/Resume Many) uses the hibernation file (hiberfile.sys) to always start in the same state. In the event of a system shutdown, whether it is planned (manual shutdown) or not (power failure), on the next boot the system will be identical. This method will also significantly reduce the boot up time of the computer. The size of the hibernation file created will be the same as the RAM.

Enable a Hibernate Once/Resume Many Environment by Using EWF

To enable a Hibernate Once/Resume Many environment that uses EWF

1. Make sure that your system supports hibernation. You can use the Powercfg Command-Line Options command line tool to enable hibernation.

```
powercfg -h on
```

2. Use the EWF Manager command line tool to verify that EWF is enabled.

```
Ewfmgr -all
```

3. If EWF is enabled, go to the next step. Otherwise, enable EWF. For example:

```
ewfmgr -all -enable
```

Important:

You must use the -all command because HORM has a requirement that all volumes must either be protected with EWF or be in unmounted state when the Hibernate Once occurs. This is to prevent state synchronization problems. Each Resume from hibernation expects the entire system to be in exactly the same state as when the Hibernate Once occurred.

4. Restart the system.

5. Activate HORM by using the EWF Manager command line tool

```
ewfmgr c: -activateHORM
```

6. Open applications and start any processes that you want to be running on the system when it resumes from hibernation.

7. Hibernate the system.

```
shutdown /h
```

8. Restart the system. After you restart the system, EWF is enabled.

In the event of an Autologin, when Windows is resuming from hibernation it may happen that the user is "locked". Selecting the user will start the session but there is a way to prevent this inconvenience and make the session start automatically as it is supposed to. To do this, access Control Panel, Power options. In the left pane, select "Require a password on wakeup" then select "Don't require a password".

When the HORM is activated, changes that *do not require to restart the system* can be applied. Once changes are done simply re-hibernate.

Disable EWF in a Hibernate Once/Resume Many Environment

If you want to make changes or apply updates to your run-time image in a Hibernate Once/Resume Many (HORM) environment, you must first disable Enhanced Write Filter (EWF). Because the Boot Environment loads the hibernation file before it reads the pending EWF Manager start commands, you must disable EWF and load the system as usual.

Because Hibernate Once/Resume Many environments are supported in EWF RAM and RAM Reg modes, you can use the **ewfmgr -commitanddisable -live** command which saves the runtime image from the EWF overlay to the persistent image on the system. In some cases, this is not desirable as it commits the whole cached image. To apply a specific set of changes to the system, you can disable EWF, disable HORM, apply changes, and re-enable HORM.

To disable EWF in a Hibernate Once/Resume Many environment

1. Disable EWF by using the EWF Manager command, for example:

```
ewfmgr -all -disable
```

2. Deactivate HORM by using the EWF manager command, for example:

```
ewfmgr -all -deactivatehorm
```

3. Restart the system.

4. After EWF is disabled, you can apply updates or install applications to your run-time image. To re-enable Hibernate Once/Resume Many, see Enable a Hibernate Once/Resume Many Environment by Using EWF.

FBWF

FBWF (File-Based Write Filter) protects the specified files, folders and/or volumes.

FBWF Manager Command Line Syntax

The FBWF Manager command line syntax follows:

fbwfmgr [/? | /help /[switch] | /displayconfig | /overlaydetail | /enable | /disable | /addvolume [volumename] | /removevolume [volumename] [1|0] |
/addexclusion [path] | /removeexclusion [path] |
/setthreshold [threshold] | /setcompression [1|0] | /setpreallocation [1|0] /commit [volumename] [filepath] /restore [volumename] [filepath]]

The following table describes the command line switches.

Switch	Description
displayconfig	Displays all configuration information for the write filter including protected volumes list, overlay configuration and write through paths. The command returns: State—Indicating current filter state (enable or disable) and state for next boot. Protected Volumes—List of protected volumes including the current and next boot state. Compression—Current and next boot state for cache compression. Threshold—Current and next boot values for the overlay cache threshold. Write Through Paths—Displays a complete list of active and next boot write through paths. Pre-allocation Status—Displays current and next boot status for cache pre-allocation.
overlaydetail	Displays detail on the current overlay contents for all protected volumes. The command returns: Contents—Files and folders currently in the overlay for all protected volumes including sizes (size of data in overlay) and open file handles. Memory Usage—Total amount of memory being consumed by the overlay.
enable	Enables the write filter on the next restart.
disable	Disables the write filter on the next restart.
addvolume	Adds a volume to the protected volume list for next boot.
removevolume	Removes a volume from the protected volume list for next boot.
addexclusion	Adds a write through path to the exclusion list for next boot.
removeexclusion	Removes a write through path from the exclusion list for next boot.
setthreshold	Sets the overlay threshold value for next boot.
setcompression	Sets overlay compression as enabled (1) or disabled (0) for next boot.
setpreallocation	Sets cache pre-allocation as enabled (1) or disabled (0) for next boot.

commit	Commits the changes made to the file to the underlying media. The volume name can either be a case-insensitive volume device name (for example, "\\Device\\HarddiskVolume1"), or a drive letter (for example, "C:" or "D:"). Note that the name is not the volume label that Windows Explorer displays before the drive letter. The file path must be an absolute path starting with "\". Note that the volume must currently be protected. Otherwise, the error message "The system cannot find the drive specified" is displayed.
restore	Discards the changes made to the file, that is, restores the files to its original contents from the underlying media. The volume name can either be a case-insensitive volume device name (for example, "\\Device\\HarddiskVolume1"), or a drive letter (for example, "C:" or "D:"). Note that the name is not the volume label that Windows Explorer displays before the drive letter. The file path must be an absolute path starting with "\". It must be a file. It is acceptable that the file was deleted, in which case it is recovered. Note that the volume must currently be protected. Otherwise, the error message "The system cannot find the drive specified" is displayed.
?	Displays usage and help.
help / [switch]	Displays help information for a specific FBWF Manager switch.

If no switch is provided the FBWF Manager displays all the configuration information, just like the *DisplayConfig* switch.

The following table describes the input parameters.

Input field	Meaning
volumename	Full path to a volume
1	Remove exclusion list
0	Preserve exclusion list
path	Full file or directory path, including the drive letter. Please note that file names are passed to fbwfmgr as a command line argument, which means backslashes and double quotes are interpreted differently. For example, **\"file name"** becomes simply **"file name"** because the first backslash acts as an escape character. To get **\"file name"**, specify **\\"file name"** on the command line.
threshold	Overlay threshold in MB

Recommendations

Ethernet: Before proceeding with the wiring installation, please consult "Ethernet wiring and recommendations TCPIP" (available at www.symcod.com)

Installation: Do not cover while the unit is ON. The back of the TermiCom should not be placed flat on a table while the unit is ON. Keep the surfaces of the TermiCom free of any material.

TermiCom PMX7 maintenance

Cleaning: Anodise aluminum may react to some chemical agents, in particular with ammonia and with products containing hydroxide or certain acids. Stainless steel may react to some chemical agents, particularly with chlorine (Ci) component. Clean it with a soft soap or solvent to prevent the damage of the case. Once in a while, use air blast to remove dust.

Certification

This equipment has been found compliant to class A Part 15 of FCC Rules. These limits are intended to get a reasonable protection against dangerous interferences when the equipment is used in an industrial or commercial environment. This equipment emits uses and can generate radiations of radio frequencies and can cause dangerous interference for radio communications if it is not used in accordance with the instruction manual. The use of this equipment is not planned for a residential use.

Accessories & options

Figure 5
1- Tool balancer
2- Powerscan scanner

Figure 6
SKT silicone keyboard
Sealed rigid casing

# product	Description
OPT-802XPE	RF option, 802.11b, 5.5 dBi antenna
008-01820B	SKT Keyboard, USB, sealed, silicone (See figure 6)
201-58064	PSC Powerscan scanner, industrial, standard range, with USB cable (See figure 5-2)
508-58001	Tool balancer for scanner (See figure 5-1)
203-01001	Aluminium touch pen, Teflon tip, wire & holder

Dictionnary

Autologin	Automatic procedure that allows checking or validating the identity of a person or the identification of any other entity, during an electronic exchange, to control network access, system information processing or software.
Resistive (screen)	Can function with finger or object pressure (pencil…)
Flash disk	Data storage piece made without any mobile hardware element. Can store data over several years without being powered by electricity.
Peripheral	External device connected to the central processing unit. Can ensure the entry or the exit of data.
Operating system	Computer basic software intended to order the execution of programs by ensuring the work management, the input-output operations on peripherals, the resource allocation to the various processes, the access to program libraries and files, as well as the accountancy of work.

Service and support

Support

Please use EMAIL for your requests.

- For **technical questions** (hardware and software), email at support@symcod.com
  - Provide a detail description of the problem and/or questions (intermittent problem happens when…)
  - Please indicate model number and serial number (if applicable).

- For **all other questions**, please use symcod@symcod.com or Symcod Inc. at

1171 Notre-Dame O., Victoriaville, Qc, G6P 7L1
Phone: 1-800-203-9421, 1-819-751-0095
Fax: 819-751-1292

Return Merchandise Authorisation (RMA)

All return request must be authorized by SYMCOD Inc. To do so please refer to the following:

http://www.symcod.com/rma

- You will receive a formal confirmation number (# RMA)
- The RMA number must be printed on each box.
- All freight charges are at the customer expense and responsibility. Please take note that “collect” package will be refused.